



Faculty of Cognitive Sciences and Human Development

**THE INFLUENCE OF FAMILY SUPPORT AND ORGANIZATIONAL
SUPPORT ON CAREER DEVELOPMENT: A STUDY AMONG
ADMINISTRATIVE STAFF**

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**Bachelor of Science with Honors
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**THE INFLUENCE OF FAMILY SUPPORT AND ORGANIZATIONAL SUPPORT ON
CAREER DEVELOPMENT: A STUDY AMONG ADMINISTRATIVE STAFF**

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ABSTRACT

THE INFLUENCE OF FAMILY SUPPORT AND ORGANIZATIONAL SUPPORT ON CAREER DEVELOPMENT: A STUDY AMONG ADMINISTRATIVE STAFF

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Career development correlates with the expected strategic consideration through current information about the organization and future trends to assist employees in figuring out realistic career pathway and goals. It also involves the assessing of job skills and seeking gaps for skill developments as well as providing further learning opportunities needs to increase employee's motivation and productivity. The purpose of this study aimed to determine the influence of family support and organizational support on career development. A total of 100 sets questionnaires were sent and collected back for administrative staffs at Land Survey Kota Samarahan, Sarawak for the data analysis of this study. The data obtained from questionnaires distributed were then analyzed by using Descriptive Statistic, Pearson Correlation and Multiple Regression. The findings then showed that there was a significant relationship between family support and organizational support with career development of the employees. Besides, the organizational support in this study had shown the most dominant factor that influencing the career development. Recommendations were made to the organization and HR practitioners in order to further foster the implementation on career development. In addition, the recommendation for future research was also included to enhance the needs of interest for this study on these two supports with career development in future.

Key Concept: Family Support, Organizational Support, Career Development

ABSTRAK

PENGARUH SOKONGAN KELUARGA DAN SOKONGAN ORGANISASI DENGAN PEMBANGUNAN KERJAYA: PENYELIDIKAN ANTARA KAKITANGAN PENTADBIRAN

AINA MARDHIAH BINTI SHAHRIN

Pembangunan kerjaya menghubungkan tentang pertimbangan strategik yang dipertimbangkan melalui maklumat terkini tentang organisasi dan trend masa depan untuk membantu pekerja dalam mencari jalan dan tujuan karier yang realistik. Ia juga melibatkan penaksiran kemahiran kerja dan mencari jurang untuk perkembangan kemahiran serta menyediakan peluang pembelajaran selanjutnya untuk peningkatan motivasi dan produktiviti pekerja. Tujuan kajian ini bertujuan untuk menentukan pengaruh sokongan keluarga dan sokongan organisasi terhadap pembangunan kerjaya. Sejumlah 100 set soal selidik telah dihantar dan dikumpulkan semula untuk kakitangan pentadbiran di Tanah Ukur Kota Samarahan, Sarawak untuk analisis data kajian ini. Data yang diperolehi dari soal selidik diedarkan kemudian dianalisis dengan menggunakan Statik Deskriptif, Korelasi Pearson dan Regresi Pelbagai. Hasil kajian menunjukkan bahawa terdapat hubungan yang signifikan antara sokongan keluarga dan sokongan organisasi dengan pembangunan kerjaya pekerja. Selain itu, sokongan organisasi dalam kajian ini telah menunjukkan faktor paling dominan yang mempengaruhi perkembangan kerjaya. Cadangan telah dibuat kepada organisasi dan pengamal HR untuk terus memupuk pelaksanaan pembangunan kerjaya. Di samping itu, cadangan untuk penyelidikan masa depan juga termasuk untuk meningkatkan keperluan kepentingan kajian ini terhadap kedua-dua sokongan dengan pembangunan kerjaya pada masa akan datang.

Konsep Utama: Sokongan keluarga, Sokongan Organisasi, Pembangunan Kerjaya

CHAPTER 1- INTRODUCTION

1.0 Introduction

The aim of this research study was to inquire the influence of family support and organizational support with the career development among administrative staffs at Land Survey Kota Samarahan, Sarawak. This research was designed in a quantitative survey which came along with a conceptual framework to assist the exploration of variables in further findings.

In the current scenarios of recent management development, it was highly supported that career development of the employees had become one of the biggest backbone to the Malaysian key progression, huge demand of employment and has been fundamental in resource operating (Lau, Baranovich, Leong, 2018). Career development is one of the process that plays significant role in the planning and determining the career path of an individual's, whether they plan to develop themselves in the organization, stay in the same level of position or search other companies for pursuing better opportunities in achieving their personal or organizational development. As claimed by recent study from Tobing (2016), employees will have more thoughts in moving to other workforces within or out of their organization if they are less satisfied with the current job routine, in order to develop their career track compared to those who are more satisfied with the content. This is likely to relate for those whom had triggered by their inner protean career. Each employees mainly in the management field from any organizations was highly required to possess themselves in embellishing their internal and external skills such as their communication, interpersonal, and much more. These skills persuaded the compatible meanings for higher position,

extra rewards, as well as indicate further achievement in developing their career growth. Employees will be likely involved and supported with these two factors in their career development, which are family factor and organizational factor regardless in public or private organization all around places.

As claimed by Wong & Mohd Rasdi (2015) the recent career strategies and personal development of employees were significantly necessary to be related with organization workforces and plans within the management further interventions. In correlating to this issue, the main intention and purpose of this study is to investigate the influence of family support and organizational support, then associate which factor out of these two had made a crucial aspect in the career development of employees. Moreover, a recent study in the peninsular Malaysia also disclosed that the career development management is designed with the aim in making employees within the organization to have wider vision and clear goals about their career path. This was according to which one was the leading support perceived from them in the context of family and organizational support, as the excellent operation in legal could not fulfill without high commitment employees (June, Jon, Rohayu & Eric, 2015).

Therefore, to link with the supported recent studies conducted outside and inside the Malaysia context as well as issues emphasized within them, the main purpose of this study was to determine the influence of family support and organizational support and which one of them was the dominant factor towards career development of the administrative staffs at Land Survey Kota Samarahan, Sarawak.

1.1 Background of this study

Referring to the latest management development in Malaysia, it was justified that the engagement of employee's career development was more instrumentally driven in defining career success, where regardless the staffs in early or late stage of their career target as expecting greater variation of holistic features and outcomes. Also, the discovery and encountered meanings of career success and perceived level of satisfaction influences on career development were also crucial in the built environment on the management of facilities among working adults in Malaysia. This is to ensure the collective outcomes on target individual achievements and also to align with the current political and economy which constantly changing and developing, as to adapt with the advanced measures of human resource development within our country and across nation.

Previous study done in a hospitality management before indicating that career development was an abstract measure to acquire employee's viewpoints and approaches to their overall as well as inclusive career development for instance career income, advancement and developing skills goals (Ismail, Madrah, Aminudin, & Ismail, 2013). Besides, the conventional thought and acceptance of the linear track within the career of employees to the multidirectional path, as well as the job security and status income in a respective organization had changed to a more lateral and oblique movement (Lyons, Schweitzer, & Ng, 2015). Thus, as indicated by Rineer (2017), the broaden opportunities, positions, experiences were proposed as latest and fresh type of career achievement of the employees' personal needs and job satisfaction. The recommendation to indicate the successfulness of objective measurement within the career is also considered as an exterior component claimed by the hierarchical for instance, the job promotion (Ruderman & Ohlott, 2010). In contrast, Maree (2017) recommended that the abstract measure within the career

development was seen for the thought of individuals in relation to their career altered by personal preference in the context of development, values and needs. Hence, both of the career measurement were correlated to each other (Ruderman & Ohlott, 2010) and (Maree, 2017).

To extend with the related content in this study, as suggested by Ahmad (2015), both family and organizational support affect the career development among the employees from a study done within the educational sector in West Malaysia. Referring to the research done by Ismail et al. (2013), the family institutions influenced the career decision making of employees. On the other hand, Rineer (2017) claimed that the development of career within employees can also be highly enriched with supportive supervisors. This also supported from a recent study that supportive supervisors affect employees' willingness to engage with development activities (Rolfe, 2017). Besides, as justified by Han (2010), lack of career development from less support in the organization was the key associated to the weak advancement from employee (Ineson, Berechet, 2011).

In overall, this study had highlighted and focused on which one is the dominant factor in the influence of family and organizational support with career development of employees at Land Survey Kota Samarahan, Sarawak. This organization had being an entrusted role to administer land and executing the cadastral surveys within the east region in Malaysia. It was also important to study about this research from their approximate population of 200-300 employees, so the primarily fundamental issues of their employees' career development is concerned in ensuring the availability of proper survey tasks and field in future.

1.2 Problem Statement

The empirical study of this research highlighted that most of the previous studies that correlated with the variables found had focused more on the other settings of industries. For instances, a study was done on career development but particularly mentioned for managerial employees such as the executives in banking industry (Fouad et al, 2016). Moreover, previous study done on career development to acquire employees' feedbacks and approaches from the career, income, advancement and developing skills goals were more active in a hospitality management (Ismail, Madrah, Aminudin, & Ismail, 2013). Besides, the research investigating on factors affecting family and organization support with career development mainly for admin staffs were not that highlighted in the setting of East Malaysia's perspectives. The results were dominantly found in the setting of West Malaysia context such as a study done by June et al. (2015) on determinants meaning of career success from Malaysian's views among hospital staffs. Besides, the previous studies also more centered with the career development adaptability from countries outside Malaysia. For instance, a study done by Berber & Slavic (2014) about the practices and supports on career development among the employees in the European countries. Hence, this study attempted to quest the empirical gaps for research on the supports in career development that focused more on the administrative staffs in the management industry, as well as to strive solid views from employees in East Malaysia's part.

Furthermore, in the progress of this research, the theoretical study on career theories was constructed and limited as the past study on western context to the independent variables of this study was determined whether to be relevant with the Malaysia context. This is because the diversity of culture, economy, races and so on of these two region countries might be reclassified. Besides, it was not significantly adapted that these current and existing career theories which molded dominantly on western approaches, can be fully referred for the utilization of desired career paths among non-westerners individuals (Rosario de Guzman, Do, & Mun Kok, 2014). In other circumstances, Litano & Major (2016) had mentioned that the influence of organizational support and career development was quite narrowed. Besides, they also stated that the defining role and setting up of positive environment were too subjective as there were many factors which may affect in achieving the instrumentality successfulness. Hence, this study was contacting its objectives and variables with the balance of scholar studies, by associating with relevant theories in this research such as Super Theory and Social Exchange Theory.

In addition, the practicality of comprehension on both family status and family support which associated with social cognitive career development outcomes were difficult to grasp with the impact shown of equilibrium between the quality of career development and family life (Campbell, 2014). Thus, this study was vital to point out the argument in understanding support from family and the career development of employees in management industry, as there were different practical methods found which may affect certain elements from the previous studies.

1.3 Objectives of the study

1.3.1 General Objectives

This study aimed to determine the influence of family support and organizational support on the career development among administrative staffs.

1.3.2 Specific Objectives

1. To determine the influence of family support and career development.
2. To determine the influence of organizational support and career development.
3. To determine the most dominant factor between family support and organizational support in influencing the career development.

1.4 Hypotheses

H01: There was no significant relationship between family support and career development

As claimed by Fouad, Kim, Ghosh, Chang, & Figueiredo (2016), family as well as spouses was persuaded within the involvement of individual's career development.

H02: There was no significant relationship between organizational support and career development

As stated by Wesarat, Sharif, & Majid (2014), organizational support is progressively needed in order to sustain employees in the context of their learning and career development.

1.5 Conceptual Framework

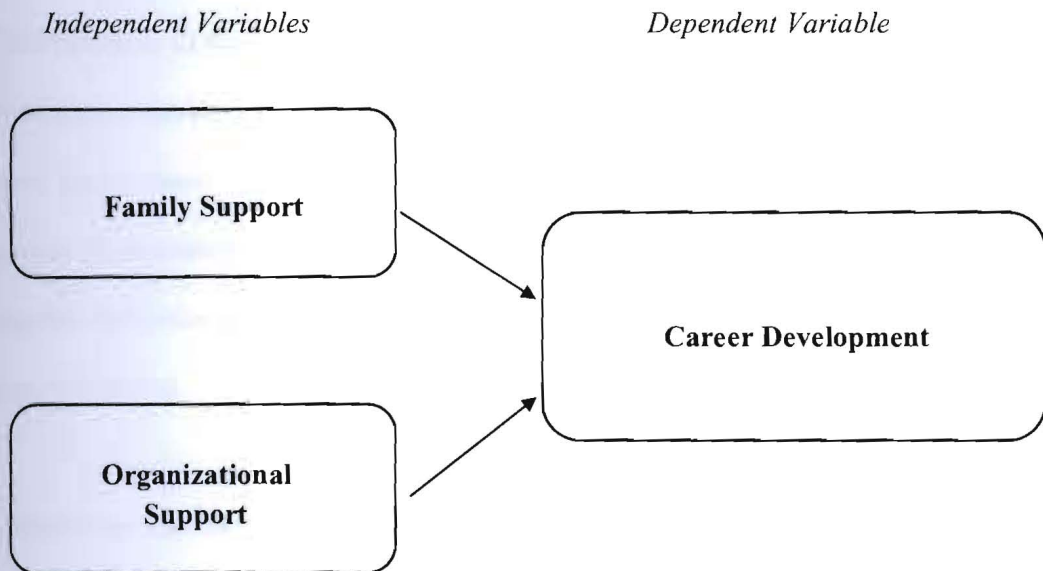


Figure 1.1: The Influence of Family Support on Career Development of Employees

[Adapted from Fouad, Kim, Ghosh, Chang, & Figueiredo (2016) and Wesarat, Sharif, & Majid (2014)]

A research framework is refined to determine the influence of the variables in this study as stated on the research hypotheses. Family support and organizational support were indicated as the independent variables whereas the career development was identified as the dependent variable.

1.6 Significance of the study

The outcomes of this study were very important to generate more understanding and gave out more current research on the relationship between family support and organizational support with career development. Thus, these factors had created a better deal and related to career development. Furthermore, the survey questionnaires that have been proposed and used in collecting data had achieved the minimum standard of reliability and validity, so that accurate results can be acquired.

Apart from that, the research findings were able to help the organization to comprehend more on the relationship and contacts of family support and organizational support within the employee's career development. This assisted them to come out with solutions or measures in overthrowing and overcoming the low support that can be found on these factors. In addition, this study was beneficial for future researches to help them enriching the literature of career development field.

1.7 Limitations and scope of study

There were few limitations of this study. First and foremost, the study was only conducted in one organization, thus the results could not be generated and generalized by the settings of other organizations.

Secondly, the study had just been focusing on the relationship between two factors which are family support and organizational support, though there were many other factors that might support this study such as personality traits as claimed by Sundstrom, Lounsbury, Gibson, & Huang (2016) and mentoring as indicated by Rolfe (2017).

Thirdly, this study was heavily dependent on the results of respondents' honesty in answering the questionnaires. Therefore, the information and data received might be overly constructed and limited.

1.8 Definition of term

In this section, the conceptual definition is defined with its respective operational definition by terms that suit with the rational and constructive context of this study.

1.8.1 Family support

Conceptual Definition:

In Malaysia context, family is defined as descendants and marriages stand on biological kinship from both husband and wife of the individuals, thus forged a set on two families which were family of conception and family of coordination (Subramaniam, Arumugam, & Abu Baker Akeel, 2013)

Operational Definition:

Family support that can be found in this study was extracted to the contact of employees with their parents, spouses and children in achieving the career avenue that they have decided on.

1.8.2 Organizational Support

Conceptual Definition:

As referred to Sujatha & Seema (2017), organizational support is interpreted as an interconnection between supervisor and subordinate, which contribute to clear grant of the subordinate career development.

Operational Definition:

In the context of this study, organizational support is the level of extent which needed the response and thought from employees toward their welfares, statement of contributions and general cares from their respective supervisors or organization holistically.